

## **FFY 2011 State Plan Update - Attachment 4.11(d) –State’s Strategies and Use of Title I Funds for Innovation and Expansion Activities**

The goals and priorities identified in Attachment 4.11(c) are a result of the findings of the 2009 - 2013 needs assessment. DVR uses the following strategies to achieve the goals and priorities identified in attachment 4.11(c); support the innovation and expansion activities identified in subparagraph 4.12 (a)(1) and (2); and overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State VR Program and the State Supported Employment Services Program.

- A. DVR’s **Goal 1** is to provide timely, individualized services to DVR customers that result in employment outcomes that meet the customer’s needs.

The following strategies support improving DVR’s performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- DVR is broadening the population of individuals with disabilities being served by DVR through outreach to increase the representation of underserved or unserved populations. Outreach, education, and marketing efforts will be targeted to individuals with disabilities who are already working to retain or progress in employment, previous DVR customers who may have lost employment to become reemployed, college students nearing completion of their academic programs and other groups who are identified as underserved. (Supports DVR’s Performance standards and indicators 1.1, 1.3, 1.5, 1.6)
- DVR is implementing a pilot program that streamlines the delivery of VR services and results in rapid job placement for individuals who are ready for immediate employment. The pilot program targets individuals with transferrable job skills who need VR services to enter higher wage jobs with benefits. This pilot program is being implemented with the use of the ARRA stimulus funds. (Supports DVR’s performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)
- A full-time Assistive Technology Assessment Practitioner (ATAP) continues to be available in each of DVR’s three geographic Areas to provide AT assessment, consultation and support to Vocational Rehabilitation Counselors statewide in the provision of vocational rehabilitation services. This expertise and support is provided, based on the identification of assistive technology needs resulting from a standardized assessment at the time of eligibility or based on information obtained throughout the rehabilitation process. (Supports DVR’s Performance on standards and indicators 1.1, 1.2, 1.3, 1.4)
- DVR uses foreign and sign language translation and interpreter services available on contract to communicate with individuals who are limited English

speaking. DVR has a Statewide Coordinator for the Deaf and Hard of Hearing as well as Vocational Rehabilitation Counselors for the deaf, deaf-blind, and hard of hearing population. (Supports DVR's performance on standards and indicators 1.1, 1.2, 2.1)

- B. DVR's **Goal 2** is to strengthen DVR's workforce and improve its overall organizational systems.

The following strategies support improving DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- DVR continues to enhance staff counseling skills by providing training to staff at all levels in the agency in Motivational Interviewing (MI). (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to implement Advanced Best Practices training designed to provide instruction related to effective approaches to case management and service delivery for VRCs. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.4)
- DVR continues targeted recruitment efforts to increase the ethnic and cultural diversity of qualified DVR applicants as stated in the DVR Diversity Plan outlined in Attachment 4.11(c)(1). Key positions throughout DVR are designated as requiring specific language competencies (including foreign and sign languages) to meet the needs of the local population. (Supports DVR's performance on standards and indicators 1.1, 1.2, 2.1)
- DVR will adopt ongoing staff recognition and appreciation practices throughout the agency. (Supports DVR's performance on standards and indicators 1.1, 1.2.)
- DVR will develop opportunities for staff interested in advancement that address succession planning, such as mentoring, coaching, support and networking activities. (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to support supervisors to promote accountability by providing intensive coaching and direction to staff who need to develop or improve counseling skills to achieve qualitative case measures or productivity standards. (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to provide supervisors with the tools needed to deliver effective, ongoing coaching for their staff. A structured coaching process has been implemented to require supervisors to review monthly performance and provide VRCs with specific feedback and support and to submit progress

reports to Area Managers. (Supports DVR's performance on standards and indicators 1.1, 1.2)

- DVR will transition the current case management system information technology system from an outdated programming language to .NET.
- DVR continue to use the Learning Management System for all personnel to better track the training needs and training records of DVR staff.
- DVR continues to increase its capacity and use of technology for communicating; i.e., video phones and long-distance learning programs, etc.

C. DVR's **Goal 3** is to distinguish DVR's role in the disability community and leverage partnerships to maximize resources and support for individuals with disabilities.

The following strategies support improving DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- DVR participates in local community organizations and events, including organizations representing diverse ethnic and disability populations, for the purpose of outreach, education and partnership building. (Supports DVR's performance on standards and indicators 2.1)
- DVR provides educational and marketing information in accessible formats and/or conducts outreach to organizations throughout communities that serve populations who might benefit from DVR services. (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to partner with WorkSource operators (aka "One-Stop" system) to improve and expand the services available to individuals with disabilities. (Supports DVR's performance on standards and indicators 1.1, 1.3, 1.5, 1.6)
- DVR partners with the State Rehabilitation Council and local disability service organizations to educate and inform legislators about services and outcomes of VR and other programs. (Supports DVR's performance on standards and indicators 1.1)
- DVR continues to expand its knowledge and use of labor market information as well as its education and training capacity to ensure the number of customers trained in an industry matches the number of expected job openings. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)

- DVR continues to negotiate contractual relationships with tribal programs to assist the agency in providing culturally competent, reservation-based VR services to common customers. (Supports DVR's performance on standards and indicators 1.1, 2.1)

D. DVR's **Goal 4** is to increase outreach to improve and strengthen DVR's connection and relationship with employers.

The following strategies support improving DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- Conduct outreach to potential employers to increase awareness and educate them about the potential benefits of employing individuals with disabilities and partnering with DVR. (Supports DVR's performance on standards and indicators 1.1, 1.3, 1.4, 1.5, 1.6, 2.1)
- Outreach and marketing within DSHS and other state agencies related to supported employment, internships and competitive employment in state government. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)
- Create and maintain a DVR employer network with strategies and incentives to grow. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)
- Develop and focus the efforts of a statewide DVR employment services team on increasing employer awareness, building on our partnerships with Work Source Centers and internal job development staff. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1)
- Collaborate with the Washington Business Leadership Network to expand business relations and partnerships for internships and placements. (Supports DVR's performance on standard and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1)

E. DVR continues to develop innovative activities in the following areas to expand and improve the provision of VR services:

- Implement an initiative that focuses on state government as a model employer of individuals with disabilities, including supported employment in government positions, competitive employment opportunities, trial work sites, internships and mentoring opportunities.
- Work with the mental health system to develop peer support positions that provide ongoing long term employment support for individuals with mental illness.

- Collaborate with the Washington Institute on Mental Health Research and Training to train all DVR employees on Motivational Interviewing (MI) with the goal that all counseling staff will become proficient in MI to more successfully serve customers who are ambivalent or uncertain of what their employment goal will be or how to achieve it.
- Collaborate with Centers for Independent Living interested in developing the skills and capacity to provide support services to DVR customers such as IL evaluations and services, budgeting and money management. The focus of these support services will be aimed at DVR youth customers as they transition from high school.

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